
Indiana's Workforce Investment Act Annual Report

July 2001 – June 2002

A report by the Indiana Department
of Workforce Development

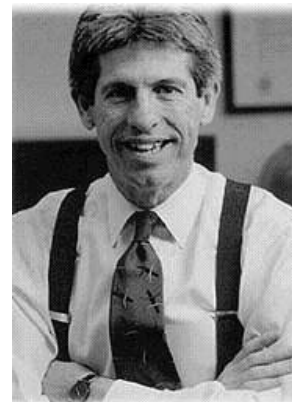
**INDIANA
WORKFORCE
DEVELOPMENT**



MESSAGE from Commissioner Craig Hartzler

You are about to learn the true essence of our daily work here at the Indiana Department of Workforce Development (DWD).

Primarily, our focus is helping: helping employees gain new skills, continue their education, and improve their earning power. We're helping unemployed workers make hard transitions as well as helping them find jobs that improve their lives. Helping young students discover rewarding careers while at the same time giving them the tools to achieve their dreams. And, providing employers with programs that improve their workforce and help them compete in today's global economy.



With Governor Frank O'Bannon's strong leadership, we significantly improved performance in 2001 despite the tragedy of September 11 and a recession. We have made vast improvements in getting checks out faster to unemployed Hoosiers and making it easier for employers to pay their taxes; in turn, making our services more friendly, more efficient, and easier for our customers. More cases were processed in a shorter time frame, allowing more Hoosiers to benefit from our programs. The end result: A more effective DWD, satisfied customers, and a stronger Indiana.

Our improvements were noticed. The U.S. Department of Labor awarded DWD a \$2.89 million Workforce Investment Act (WIA) Incentive grant for exceeding Departments of Labor and Education performance standards for outcomes in state operated employment and adult education programs. Award criteria included the number of workers assisted in obtaining and retaining full-time employment and the number of workers certified with transferable skills through our programs.

In concert with federal efforts to improve the delivery of employment, training, literacy, and vocational rehabilitation services, DWD has undergone a statewide renovation. Strategic partnerships have supported our efforts to maximize the number of federal and state services available in convenient locations for both workers and employers – the WorkOne Centers. Our continuing vision is for Indiana to have the most qualified, high performance workers in the nation, and the most user-friendly public-private system for customers (students, workers and employers) to access the resources they need for lifelong learning and training.

The exciting programs and success stories in this report were made possible by everyone in DWD's immediate and extended family – employers, employees, labor, educators, students, local communities and legislators – working together as partners.

Indiana's Workforce Investment Boards and Workforce Service Areas

Indiana has 16 Workforce Investment Boards (WIBs) throughout the state responsible for establishing workforce policy and helping develop their Workforce Service Area's (WSA) economic future. The Boards are composed of about 1,200 volunteers who are locally appointed members of the community with a private sector business majority. The WIBs concentrate on economic and workforce development and strategic planning. In these workforce service areas, the WIBs oversee Indiana's WorkOne Centers and WorkOne Express sites that provide one-stop assistance to individual workers and employers. The Human Resource Investment Council (HRIC) is charged by the Governor to oversee the whole system. A complete list of Indiana's WIBs, WorkOne Centers and WorkOne Express sites can be found at the end of this narrative.

Indiana Won National Incentive Award for Program Year 2000 Performance

On April 20, 2002, the U. S. Department of Labor (DOL), Employment, and Training Administration awarded \$2,896,500 to Indiana for exceeding performance levels, agreed to by the Secretaries, Governor and State Education Officer, for outcomes in state operated employment and adult education programs.

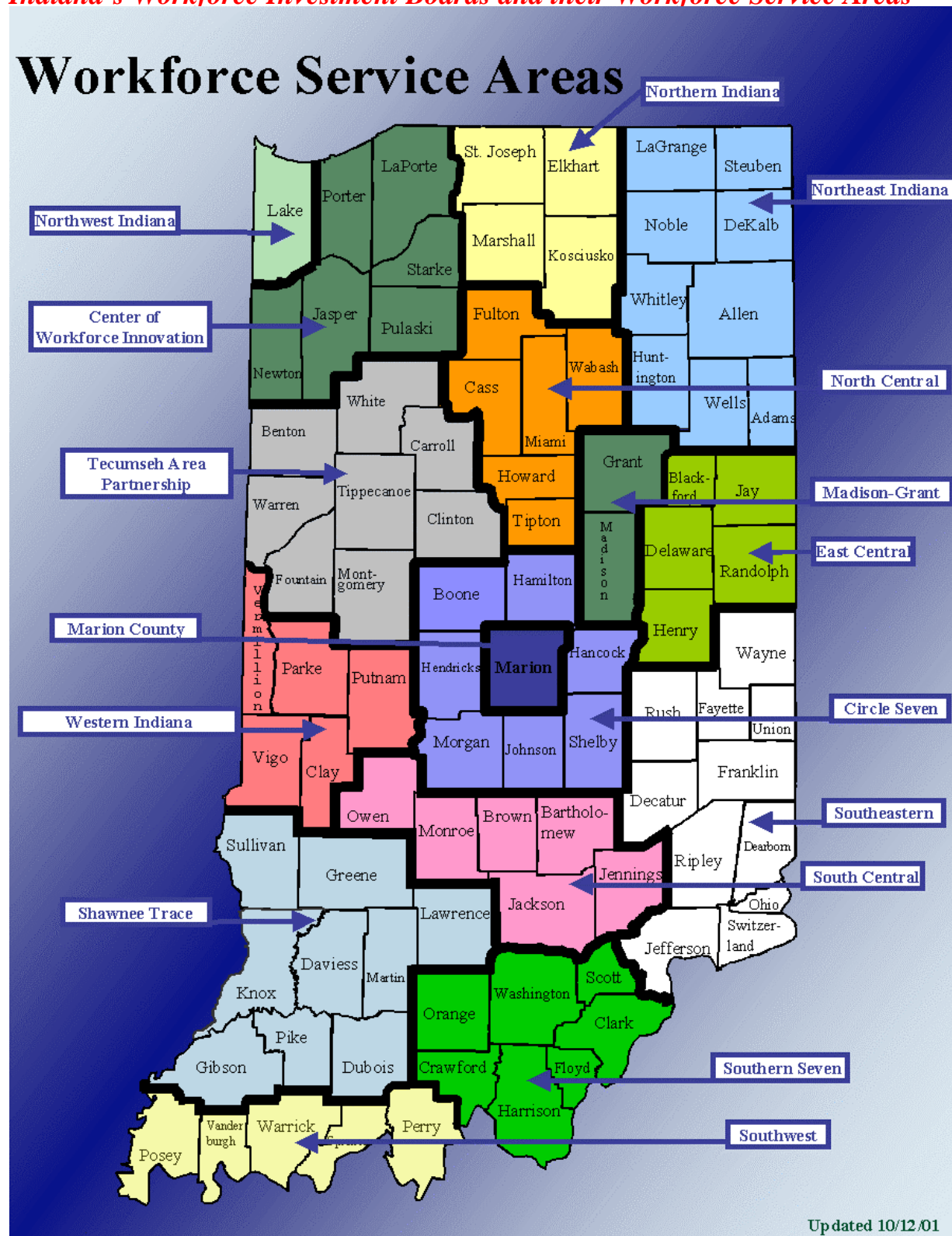
The funds are available for the two-year period, July 1, 2002 through June 30, 2004. In consultation and agreement with the Indiana Department of Education, Adult Education Division, DWD prepared and submitted a proposed plan to use the national incentive award for workforce system building. Also, valuable local input was provided by local administrators from the Workforce Investment Act and secondary and post-secondary institutions.

The project, aimed at Indiana's economic and workforce goals, centers on three investment priorities. These are development of regional economies; the incumbent workforce; and the future and potential workforce. The priorities focus on building innovative, creative programs statewide that will be sustainable. Funding covers one-time start-up costs, and not on-going continuation of an existing project.

Tenth Annual Workforce Development Alumni Day

On November 15, 2001, DWD celebrated the Tenth Annual Workforce Development Alumni Day in the Statehouse Rotunda. Awards were presented to individuals who displayed exceptional dedication to the Hoosier tradition of hard work. Commissioner Hartzler recognized the important role our partners in the workforce development system played in the celebration. As he said, "Working together with our local communities, we can continue to strengthen Indiana's commitment to education and training."

Indiana's Workforce Investment Boards and their Workforce Service Areas



Workforce Investment Boards' Regional Strategic Planning

At the first Indiana Workforce Development Leadership Conference on April 19, 2000, Commissioner Hartzer announced that each Workforce Investment Board would receive \$75,000 in Program Year 2000 (PY'00) and PY'01 for regional strategic planning focused around the state's three workforce investment priorities:

- Development of regional economies
- Development of the incumbent workforce
- Development of the future and potential workforce.

Also, a set of Strategic Plan Review Criteria was developed at that meeting which reflected the emphasis that planning was not just about the Workforce Investment Board and implementation of federal programs. Emphasis was placed on the broader community, involvement of all stakeholders, and shared accountabilities for the economic future of the region.

Each board was permitted to utilize two-thirds of the \$75,000 to initiate the planning process. The remaining \$25,000 for Program Year 2000 was awarded following submission of an initial document. The final installments of the planning funds were to be released when reviewers determined that the board had earned a "meets requirements" rating on the first three review criteria.

Initially, there was no deadline for plan submission. The goal was to provide the maximum amount of local flexibility in organizing to meet the need of each locality. The only exception was that plans were to be submitted for the 12 workforce planning regions rather than for the 16 Workforce Service Areas. That meant some areas worked together to produce a single strategic plan for a regional economy.

At a meeting on August 24, 2000, a set of relevant questions was developed for each of the following Strategic Plan Criteria that the WIBs were to address in their plans:

- Community Engagement Process for Plan
- Vision of Desired Future State
- Assessment of Current State
- Description of Gaps
- Action Strategies for Gap Closure
- Accountability and Continuous Improvement.

The WIBs concluded their strategic planning activities on June 30, 2002. At that time the Human Resource Investment Council had received initial planning summaries from ten of the twelve regional areas, and was working with each planning region independently on the completion of their full strategic plan.

The Council organized a workgroup to review each plan, identify common themes and best practices, and develop a common approach to communicating the results of local planning in a consistent statewide fashion. An executive summary of the regional strategic plans will be published on DWD's website accessed through <http://www.workforce.in.gov>.

Indiana's WorkOne Centers and WorkOne Express Sites

In Indiana, each Workforce Service Area has at least one chartered WorkOne Center and several chartered WorkOne Express sites



(Indiana's One-Stops). They are designed to meet the needs of their customers through the Employment Service, Unemployment Insurance, WIA services and other partner programs. The WIBs have consortium agreements with several mandated and voluntary partners who share space at Indiana WorkOne Centers. The consortia partners collaborate and extend seamless services. See the WIBs consortium partners, WorkOne Centers and Express Sites listed at the end of this narrative.

At WorkOne, the Employment Service (Wagner Peyser) is a key partner, providing services through Indiana's Customer Self Service System (CS3). CS3 is the statewide computer job matching service in its fourth full year of operation. It is available at WorkOne or can be accessed from the Internet. This electronic labor exchange helps employers find new employees and individuals post their resumes and seek new employment. During Program Year 2001, 11,697 employers listed job orders and the labor exchange system served 439,903 individuals.

Another mandatory partner in the WorkOne system is unemployment insurance (UI). During this Program Year 2001, 262,845 regular unemployment claims were filed. In Indiana, initial claims filing must be done in person at a WorkOne. In addition, 2,258 new federal claims (UCFE) and 992 military claims (UCX) were filed.

Beginning on March 12, 2002, Governor O'Bannon signed an agreement allowing Hoosiers to receive extended benefits, called Temporary Extended Unemployment Compensation (TEUC). During this program year, new TEUC-UI claims numbered 41,276 and there were 691 new TEUC-UCFE filed and 59 new TEUC-UCX.

Beginning in October 2001, claimants had the choice of filing for weekly benefits via the Internet, by mail, or in person at WorkOne Centers and some Express sites. The number of weeks paid for UI benefits was 2,806,311, UCFE 24,694 and UCX 6,777. TEUC weeks paid were TEUC-UI 283,786, TEUC-UCFE 5,408, and TEUC-UCX 577.

Customer Service Enhancement (CSE) Project

Over the last three years, DWD, the Indiana Family and Social Services Administration's Division of Family and Children (DFC), Vocational Rehabilitation, and two WIBs have worked to greatly improve the level of coordination and decrease duplication among their co-located agencies in the WorkOne Centers of Madison and Marion Counties. There have been a number of accomplishments including:

- Goodwill Industries, the service provider for the Indianapolis Private Industry Council (Marion County's Workforce Investment Board), renovated and provided space in their new WorkOne Indianapolis lobby for DWD and DFC intake staff to provide a common entrance for first-time customers
- Developed an inter-agency directory in both Madison and Marion Counties that detailed services provided by each agency and all staff members' contact information. Service inventories were developed that detail the types of services that could be provided by each of the partner agencies
- Held cross-informing sessions in Madison County for all staff members regarding the partner agencies' services. Frontline staff conducted sessions, which had staff members from all agencies together. Interagency newsletters were distributed at three points in the project when new components of the project were beginning
- Developed system requirements for each agency's computer system. A release of information form was developed so the partners could communicate within one system
- Identified for Marion and Madison Counties, community directories of services and made sure that all partner agency staff members had access to these paper and electronic directories.

National Emergency Grant (NEG) Activity

A surge of mass layoffs and plant closures struck Indiana during the past two years. Over 260 significant dislocation events affected nearly 60,000 Hoosier workers. Northwest Indiana was one of the hardest hit areas. A steel industry crisis that began in 1997 triggered heavy job losses at many steel companies, and other numerous manufacturing companies had significant layoffs and closure to compound the area's economic problems. In Central Indiana, the terrorists attacks on September 11, 2001 caused the displacement of over 2,000 workers at airline and aviation-related companies.

In response to these events, DWD made maximum use of the State's WIA dislocated worker funds. But those resources were not enough to meet the unprecedented need for training and

other reemployment services for all the impacted dislocated workers. For additional funding, DWD submitted two proposals for grants under the Department of Labor's National Emergency Grant program.

A \$3,100,000 NEG was awarded to DWD for the September 11 related dislocations at the Indianapolis International Airport and other related companies. With this grant, the Airline Industry Recareerment (AIR) project is providing a variety of services customized to the unique reemployment needs of the dislocated airline workers. To date, this two-year funded project has served 679 individuals and plans to reach a goal of 813 before it ends December 31, 2003. The Indianapolis Private Industry Council (IPIC), the WIB for Marion County, is the project operator and Goodwill Industries of Central Indiana the service provider.

Another NEG for \$2,374,686 was approved for steel and other manufacturing dislocations in Northwest Indiana. Also a two-year funded grant, this program has two project operators, the Lake County Integrated Service Delivery Board, the WIB for Lake County, Indiana, and the Center of Workforce Innovations, Inc., the WIB for the Indiana counties of Jasper, LaPorte, Newton, Porter, Pulaski, and Starke. The goal is for 1,000 individuals to participate, and over 700 are in the program already. The grant was approved as of April 3, 2002 and will run through April 3, 2004.

Dislocated Workers and Rapid Response

In Indiana, DWD has a Workforce Transition Unit, which includes rapid response activities for dislocated workers and the North American Free Trade Agreement (NAFTA) and Trade Adjustment Assistance (TAA) programs. Following are the ways the unit helped Hoosiers during Program Year 2001:

- Served nearly 30,000 displaced workers
- Received and responded to 127 Worker Adjustment and Retraining Notification Act (WARN) closure/mass layoff events. WARN notices were posted regularly on the DWD's web page
- Developed a strategic plan for Northwest Indiana steel industry dislocations and the airline industry downsizing post 9-11
- Completed written notification to 5,500 workers certified for TAA and NAFTA-TAA
- Enrolled 1270 trade certified workers into approved training
- Exited 450 trade certified workers from training programs. Of those, 234 received a license, certificate, or degree.

(For Indiana, the Division of Trade Adjustment Assistance, U. S. Department of Labor, in Washington, D.C., decided 21 North American Free Trade Agreement (NAFTA) – Transition Adjustment Assistance (TAA) petitions and 37 Trade Adjustment Assistance petitions.)

Indiana Youth Development Study

At the highest levels—Governor O’Bannon and the General Assembly—Indiana has recognized the immense importance of young people and the State’s role in providing for their well-being. This awareness resulted in a statute creating the Youth Development Study Committee of the Indiana Human Resources Investment Council in 1999. The Committee’s charge: Conduct a comprehensive inquiry of the status of youth development and report back on the approaches, activities, programs, and other efforts local communities have used to promote the healthy development of youth.

During 2000 through 2001, the Committee met to consider ways that positive principles of youth development could help the State and local communities improve outcomes for all young Hoosiers. These approaches, involving young people as partners in their own development, were investigated and proved an enhancement to current approaches focusing only on reducing youth-related problems and deficits.

In the inquiry process, the Committee learned through meetings and community forums that communities across Indiana were beginning to address many high-risk youth behaviors with positive youth development approaches including:

- Use of alcohol, tobacco, and other drugs (ATOD)
- Emotional problems
- Intentional injury
- School failure and dropout
- Crime
- Premature sexual behavior.

The committee sought statewide input from youth, parents, youth workers, and community leaders to determine young people’s perceived status. And, it sought to identify existing strategies and propose new ones for enhancing both policy and implementation in local communities. The Committee also explored the role played by the State in improving and promoting positive, growth-producing opportunities. The Committee acknowledged the significant strengths of state and community efforts for youth. It was also apparent to the Committee that more needs to be done.

After the inquiry phase, the Committee framed its work in a report using the definitions and principles of positive youth development. An initial step in policy development, it should be viewed as a catalyst encouraging intra-and-interstate agency dialogue and engaging the larger

Indiana community in defining, refining, clarifying and communicating a statewide policy for positive youth development.

Use of positive youth development activities is gaining momentum. At both the state and local level, that approach is seen as an enhancement to developmental opportunities for young people and a strategy for improving their health, education, developmental and employment outcomes. The report highlights the value of using the principles of positive youth development as a strategy for ensuring that youth people are continuously equipped for their future as citizens, parents, workers, and leaders. On balance, it also points out there is still much to accomplish. The report will be published at the end of December 2002.

Regional Skills Alliance Grants

In 1999, DWD consolidated its incumbent worker training programs into one overall program-- Advance Indiana. Under Advance Indiana, Regional Skill Alliance (RSA) grants use WIA 15% statewide funds to provide training assistance to firms who coordinate their training activities for mutual benefit. The Advance Indiana program works with the WIBs to develop applications for RSA funding, and interested applicants may contact their local WIB to inquire about RSA opportunities.

All clients served in the grants must receive portable credentials. Credentials represent the proficiency of the employed worker in transferable skills in areas valuable to the employee and valuable to employers for job growth and career development. Examples of portable credentials include associate or college degrees, apprenticeships or journeyperson upgrades, and nationally recognized skill credentials.

Active RSA grants in Program Year 2001 included fifteen projects with the following WIBs:

- East Central WIB
- Indianapolis Private Industry Council
- Interlocal Association (three projects)
- Lake County Integrated Services Delivery Board
- Madison-Grant WIB
- Southeastern WIB and River Valley Resources (two projects)
- Southern Seven WIB
- Southwestern WIB (two projects)
- The Center for Workforce Innovations (two projects)
- Workforce Development Services of Northern Indiana.

Projects total \$2,203,120 to train 991 incumbent workers. To date, 981 have enrolled in classes with expected outcomes to include:

- 221 apprenticeships/journeyperson upgrades
- 181 Certificates of Technical Achievement

- 214 associate or higher degrees, and 533 other certificates.

In some cases, enrollees are pursuing more than one outcome.

Advance Indiana's Healthcare Initiatives

Indiana is facing a critical skill shortage in the healthcare industry. Like most other states, Indiana needs more Licensed Practical Nurses (LPN), Registered Nurses (RN), Radiology Technicians, Surgical Technicians and other specialized healthcare occupations. As an example, the Labor Market Information (LMI) unit of DWD indicates that Indiana's southwest region will need over 300 LPNs by 2008 simply to replace those leaving the workforce. In addition, that region is expected to create another 180 new nursing positions. The Advance Indiana Program is actively working to address the needs of this industry.

The Advance Indiana Program has committed \$907,874 of WIA discretionary funding through Regional Skill Alliance grants to the healthcare industry. These Regional Skill Alliance grants (RSA) are awarded to WIA partners and private healthcare institutions. Over the past two years, six projects were awarded ranging from Associate Degrees in Nursing to Nuclear Medical Technician.

The majority of these grants were awarded to Workforce Investment Boards which acted as administrators of the funding for 5-10 healthcare facilities. At the time of this report, two additional projects have been approved and should begin training in early January of 2003. Over the course of the next year, Advance Indiana anticipates using 100% of its WIA funding toward Life Science initiatives. This will include continued work with healthcare facilities, the pharmaceutical industry, and Indiana's substantial bio-medical industry. Using WIA funding to address skill gaps in the Life Sciences is the best way to assist this high-growth sector.

Policy and Planning/WIA Implementation and Evaluation

DWD's Policy and Planning Unit (P & P)/WIA Administration staff is primarily responsible for providing interpretation of the Workforce Investment Act (WIA) and Welfare-to-Work (WtW) laws and regulations and writing and communicating policies. Policies and other relevant information can be accessed through DWD's home page. The web site is updated on a regular basis so system users can be kept current on Indiana and Department of Labor policies and announcements.

P & P staff facilitate coordination of workforce development services between the One-Stop partners. Services can be located at or accessed through the WorkOne Centers across Indiana. Within DWD, the Unit coordinates and supports services with the Implementation Unit whose staff implements the Wagner-Peyser Act and with the Workforce Transition Unit whose staff works with the Trade Adjustment Act and Dislocated Worker programs. Policy & Planning also provides technical assistance to local Workforce Investment Boards as needed.

Staff from P & P traveled to 15 of the 16 Workforce Investment Boards (WIBs) to discuss low expenditure rates and low enrollment figures for the Title I WIA youth programs. Low expenditure and enrollment figures are indicators that WIBs may not meet performance levels. Most WIBs indicated to P & P staff that the inability to track wage-based local performance and the need for real-time indicators on performance as the reasons for low enrollments, low expenditures and/or possibly not meeting performance standards. WIBs verbally provided P & P staff with their corrective action plans. Many WIBs will work with local service providers or staff on understanding performance standards and the importance of accurate and timely participant reporting.

To address these concerns, Evaluation began a quarterly release of performance data to the WIBs and obtained a \$100,000 research grant from DOL to develop real time indicators. DWD and the Center for Urban Policy and the Environment, Indiana University-Purdue University Indianapolis will jointly conduct the research. The purpose of the research is to develop comprehensive real time performance measures that are predictive of the longer range, wage record based WIA performance measures.

DWD's Policy and Planning (P & P)/WIA Administration staff recertified all sixteen WIBs, and twelve WIBs separated for planning and area development. They hired service organizations to deliver workforce investment services through consortiums in their Workforce Investment Areas. Four WIBs received waivers from separation requirements.

The US DOL America's Locator System (ASL) in Indiana was implemented. Indiana's request to extend the grant was approved by DOL. This system at DOL's Internet sites connects prospective customers with those individual persons and workforce development sites (including telephone numbers and addresses) responsible for state programs. As one example of ASL, a dislocated worker could go to www.govbenefits.gov or www.doleta.gov websites and find the Trade Adjustment Assistance Coordinator for Indiana and then contact her.

P&P coordinated with DOL's Region V staff, and local WIBs to be a pilot state for the WIA assessment tool developed by the Region V. Two WIBs participated as well as the State.

As part of the WIA legislatively mandated incentive awards, DWD released \$620,000 for successful performance to the WIBs. The funding was a combination of WIA and Wagner-Peyser funds. Of the funding, \$320,000 was awarded for regional cooperation in meeting all three of DWD's system goals (customer satisfaction, wage gains, and skill gains). The remainder was awarded for exemplary performance by local areas on the mandatory WIA performance measures. The awards were for PY'00 performance on system, WIA, and Wagner-Peyser performance measures.

Cost of WIA Program Activities Relative to Program Outcomes

	PY'01 Exiters	PY'01 Exiters with Positive Outcomes	PY'01 Expenditures	PY'01 Cost per Positive Outcome
Youth Program	1,546	1,213	\$9,941,321	\$8,196
Adult Program	2,965	2,088	\$8,357,189	\$4,002
Dislocated Worker Program	2,490	2,026	\$9,507,640	\$4,693

For youth, positive program outcomes were considered employment, skill attainment, or credential attainment. The youth expenditures divided by the number of youth exiting the program with a positive outcome was \$8,196.

While many adults and dislocated workers gained valuable skills and credentials, the calculation of cost effectiveness is based on employment. The cost of providing adult services divided by the number of adult exiters that gained employment is \$4,002. For dislocated workers the cost per entered employment is \$4,693.

When reviewing the cost effectiveness of WIA programs, consideration should be given to how participant data is collected. Many Hoosiers are receiving WIA funded services that are largely self-service. While many of these customers are assisted in gaining employment, participant information and outcomes are not collected for these clients. In this calculation, all costs are included while only a subset (from those participants that data is collected) of outcomes is used.

Performance Results

Indiana statewide performance for PY'01 reported in the appendix of this report includes all required cohorts for each measure. All UI wage records were not available when the performance was computed for this report. Preliminary data indicates Indiana will meet 11 of the 17 federal performance criteria for PY'01. The determination of whether substate areas fail, meet or exceed performance measures will be made in February 2003 when more complete wage records are available. Since we are unable to determine final substate performance at this time, no assessment of meeting or not meeting performance is included in this report.

Welfare to Work

From July 2001 through June 2002, the Welfare-to-Work program in Indiana had 4,215 clients enrolled in the effort to move long-term welfare recipients from dependence to self-sufficiency. Of 3,036 clients served with the Fiscal Year 1998 funding, 1,433 (47%) were placed in unsubsidized employment. Long term placement of six months or more was achieved for 860 (72%). The clients obtained an average increase of 40% in weekly earnings during this period.

Of 2,616 clients served with the Fiscal Year 1999 funding, 1,305 (50%) were placed in unsubsidized employment. Retention for six months or more in unsubsidized employment which included an average increase of 33% in weekly earnings was achieved for 867 (68%) clients. Average cost per client of the four-year old program is \$4,727.

Lifelong Learning Institute Accomplishments

The Lifelong Learning Institute (LLI) began operations in February 1998. The mission of the LLI is to develop the skills workforce investment professionals need to meet current and future work demands. The Institute was built on the foundation of two primary tenets:

- Creating a comprehensive approach to staff training and career development for staff of the Indiana Department of Workforce Development (DWD) and its partner organizations
- Expanding and improving services to customers of DWD and other workforce investment entities in Indiana through better trained, more efficient, and more knowledgeable staff.

Accomplishments were:

- Trained 1,536 participants during Program Year 2001 (1,261 DWD staff and 275 non-DWD staff)
- Trained 145 WorkOne (one-stop) partner staff on various facets of the Customer Self-Service system (CS3) including Indiana's Family and Social Services Administration's Division of Family and Children staff in conjunction with the Customer Service Enhancement (CSE) project
- Partnered with DWD's Field Operations to develop a streamlined New Hourly Employee Orientation package. Local office staffs in WorkOnes now administer this, which saves travel time and costs for local offices. New classes were offered including Communication Skills, Leading Effective Meetings, Diversity Awareness, and Building Trust.



- Continued to coordinate the Go Out and Learn (GOAL) tuition assistance program for DWD staff. Over 200 DWD staff have participated in this program since November 1999. Based on a recent survey of participants, over eighty staff completed or are working on degrees, certificates, and other programs. Two-thirds of the respondents indicated they would not have pursued further education without this support
- Jointly sponsored the DOL's Benefit Timeliness Quality (BTQ) training on March 25-28, 2002, in cooperation with DWD's Evaluation Unit. The training provided by DOL covered quality and timeliness of Unemployment Insurance (UI) non-monetary determinations. Attending were Indiana Unemployment Insurance staff plus UI representatives from each of the ten states from Region V, Department of Labor, headquartered in Chicago.

LLI's Partnership with Indiana University School of Continuing Studies (IU SCS)

Program Year 2001 was a busy year for LLI and its partnership with the IU School of Continuing Studies. Projects included:

- Providing joint training programs. More than 1,200 staff from DWD and partner agencies were trained by IU SCS over the past 18 months (214 DWD and 1,018 non-DWD)
- The LLI and IU SCS awarded the first set of certificates to 11 staff who met the course requirements. The certificates awarded were in the following areas: Counseling, Customer Service, and Employer/Customer Relations
- Partnering with the National Association of State Workforce Agencies (NASWA) to provide WIA/One-Stop related training to WorkOne and collaborating partner staff.
- Indiana University (IU) ran a spot during the halftime program of the January 1, 2002 IU/Northwestern basketball game featuring information on the Lifelong Learning Institute/IU School of Continuing Studies learning partnership. A DWD employee, Trudie Dillman, was interviewed during the spot on the value of what she had learned in "Poverty: Building Bridges of Understanding" training. Trudie is a counselor at the WorkOne Bedford and found the training very helpful in her communications with a variety of customers with varying levels of financial security and independence.

Partnership and facilitation activities were:

- Conducted the first two DWD/VR Counselors Roundtable meetings in March and June 2002. Sessions identified areas for customer service improvements and collaboration
- Established cross-training linkages between DWD and VR in their respective counseling training modules
- Offered “Poverty: Building Bridges of Understanding” training to audiences around the state as a joint venture between the LLI, IU SCS, and the Indiana Department of Family and Social Services Administration’s Division of Family and Children
- Provided facilitation services to promote customer service and process improvements or UI Tax, DWD Helpline, and Accounts Payable section
- Sponsored a Trainers Exchange meeting in conjunction with the Indiana State Training and Development Alliance. The Division of Information Technology (DoIT) presented an E-Train on-line learning class via videoconferencing. The session was broadcast from the Indiana Government Center to the state teleconference sites in Lowell, Ft. Wayne, and Evansville. Attendees were impressed by the technology and not having to travel to Indianapolis to attend the meeting
- Worked with DoIT to publicize their E-train (on-line learning) program. Through the third quarter of this program year, 60 staff has participated in the program.

Workforce Literacy Programs

The Department of Workforce Development Office of Workforce Literacy, created in 1990, informs and educates public and private sectors about workforce education. The office provides assistance for workforce education, working in partnerships with schools, business, industry, organized labor, and other government agencies to improve the essential skills of Indiana workers.

Each year, money is provided by grants to educational providers for customized basic skills programs in small businesses. Grants are awarded on a competitive basis, and this year’s average award ranged from \$25,000 to \$35,000. The grants give educational providers an opportunity to develop industry specific curriculum in the workplaces of small businesses. Preference is given to industries for which technical proficiencies have been identified by the Workforce Proficiencies Panel and for which there is labor market demand.

The Office of Workforce Literacy approved four grants totaling \$120,768 in Program Year 2001. The Office of Workforce Literacy requires an in-kind match of at least 25% of grant

awards. Total in-kind match was \$136,279, which was over 112% in-kind match. One hundred eighty-one employees from the four grant recipients participated in training ranging from basic math, statistics, and trigonometry, to machine basic operation and problem solving. The performance indicators set up by the companies range from decreasing scrap and turnover to increasing productivity and efficiency to working towards QS9000 Certification.

In Program Year 2001, the Office of Workforce Literacy also provided funding to the Indiana Literacy Foundation. The Literacy Foundation in turn awarded grants to community literacy entities and businesses across the state to provide training. The maximum individual grant amount was \$15,000. In Program Year 2001, twenty-one grants were awarded with over 1,280 people served.

English Works

An influx of Hispanic workers into Indiana, combined with a shortage of skilled and semi-skilled labor, has created challenges for Hoosier employers hiring workers with limited English proficiency. To address this need, DWD collaborated with the Indiana Department of Education to design and implement a program called English Works. English Works sponsors a six-week summer program to increase and improve on-the-job basic safety skills by addressing identified language needs and addressing goals of individual workers and their employers to create a safer work environment.

During Program Year 2001, DWD allocated \$60,000 to the program and thirteen companies participated. EnglishWorks received a warm reception from employers and interested teachers because it enhanced communication skills.

Program results were:

- Twenty-one instructors were partnered with Indiana companies
- More than 200 learners were in the project and were awarded certificates of participation
- Sixty-eight Certificates of Technical Achievement (CTA's) in Safety were awarded.

***Hoosiers Helped through WIB and WorkOne System
Adults and Dislocated Worker Success Stories***

Southwest Indiana WIB and WorkOne Evansville

Kimberle Gowers is a single parent raising two children on her own. She left her factory job because of childcare problems. Then, she visited WorkOne Evansville for help. Kimberle received ABE services and computer training from Career Choices at the WorkOne. She faced many challenges, but was persistent in attaining her goals. Kimberle completed computer classes, obtained an eye technician position at an eye care business, and has promotional opportunities in the company. Kimberle said that she could not have accomplished what she has without the help and support she received from the WorkOne office.

East Central Opportunities, Inc. (East Central WIB) and WorkOne Express Hartford City

Mary Smeltzer had worked 22 years at the same retail business before having open-heart surgery. When ready to return after surgery, Mary discovered there was no longer a job she could perform because of health restrictions.

Seeking help, she went to the WorkOne Express, Hartford City, for employment and career guidance. With her career consultant's assistance, she researched various occupations, and decided to pursue the medical transcription field at Ivy Tech State College. Extremely dedicated in training classes, Mary made the Dean's list each semester, graduated with honors, and received a technical certificate in medical transcription. She is now working in a mental health facility in Marion, Indiana.

Tecumseh Area Partnership and WorkOne Express Crawfordsville

Christina Huxford, mother of two young children, overcame several obstacles, including a reading disability, to return to school for a post-secondary degree. Christina was displaced from her well-paying factory job after a back injury. Christina was determined to get a good job to support her family.

Despite having dyslexia, Christina was determined to reach her career goal of becoming a respiratory therapist. She took math and reading classes at the Crawfordsville Adult Resource Academy to prepare for an Associate Degree in Respiratory Therapy from Ivy Tech State College.

While pursuing her degree, she became a single parent. Though having economic hardships and problems with transportation and childcare, she still attended classes and tutoring sessions. Christina utilized services from the One-Stop Consortium -- DWD, VR, and the Community Action Program -- to ultimately obtain her Associates Degree in Respiratory Therapy. She is now working as a respiratory therapist, earning more than she did in her previous job.

Northeast Indiana WIB and WorkOne Fort Wayne

Beth Wilson, her family's lone wage earner, was laid off from her 16-year assembly-work position. She needed a steady work schedule to meet the needs of caring for her husband. But Beth was concerned that her age might be a deterrent to employers, and her skills were limited to assembly and the basic office skills learned from managing the paperwork involved with her husband's disability.

A skill assessment determined that adding basic computer skills and enhancing her organizational and customer service skills would provide her with the best opportunity for successful employment. Keeping a positive outlook, Beth attempted the necessary training for an entirely new work environment. Without a home computer, Beth spent many hours in JobWorks computer lab. She successfully completed the training, was quickly hired as a clerical support assistant, utilized her new skills, and earned 95% of her previous pay.

Shawnee Trace WIB and WorkOne Express Princeton

Lester Cross visited WorkOne Express at Princeton when laid off from a coal mine. He was without a job and health insurance while he and his wife faced serious medical problems. Lester has endured cardiovascular problems; his wife has multiple sclerosis.

He knew that finding new employment that offered financial self-sufficiency was the only way back to physical, emotional and financial recovery. With help from the WorkOne Express, Lester decided that a Welding and HVAC certificate would provide him the best opportunity for skilled employment. Training began, but he was soon forced to withdraw when he needed angioplasty surgery.

Determined to become self-sufficient, Lester returned to school after surgery and rehabilitation. His perseverance paid off. He was one of the first workers hired at a new production facility in Washington, Indiana. Lester not only enjoys the financial rewards and the many benefits; he is equally pleased with his new career. Lester said, "The WorkOne office helped me through some difficult times. They gave me hope and a future to look forward to."

South Central WIB and WorkOne Bloomington

Cook, Incorporated in Bloomington, Indiana, is a global leader in the design, development and production of medical instruments. They had difficulty recruiting skilled employees to manufacture the Triple A Stent, a new product used in heart surgery. Cook looked to the local WorkOne Bloomington for help.

The WorkOne staff met with company representatives and developed a recruitment plan focused on the fact that typical experience and skills for the new positions did not exist. Nada Jandrich, HR Director at Cook Inc. explained, "Our strategy was to look at other jobs that may require the

types of skill needed for the production of this particular product, and we found the individuals who had sewing, quilting and needlework experience demonstrated the types of intricate skills we were looking for."

WorkOne then hosted a special job fair for Cook. Having identified the required job skills, Cook could more precisely target the type of employee they needed. The job fair included demonstrations of the production process and the skills needed to perform the job. It produced over 150 applications and twelve new hires. Ms. Jandrick said, "Utilizing the Bloomington WorkOne Center gave us an effective, efficient and innovative way to find qualified employees. They really became a valuable partner in the success of our new product launch."

Involving Hoosier Youth in Workforce Development

Northeast WIB; WorkOne Ft. Wayne & JobWorks, Inc. Address Youths' Basic Skills

"Future Works" was a year-round program for 31 in-school and out-of-school youth. It addressed basic skills and was operated by JobWorks, Inc (a youth service provider for the Northeast WIB) in Fort Wayne. The program involved collaboration between the area technical college, WorkOne administrator, and other partners. Also, employers were involved through the Chamber of Commerce. The project included an assessment followed by academic, job readiness, leadership development, and life-skills training.

All 31 youth completed the 10-week program with a 90% attendance rate and all are currently in college, or planning to attend college. Eighteen achieved GEDs or a diploma and three more students are expected to obtain this credential soon. Ten in-school youth achieved skill attainment goals; 21 out-of-school youth attained a credential. Youth were actively involved in the project's design and assisted each other as "GED tutors." The project's customer satisfaction rate was 97%.

This project won an award for Promising Practices at the Region V Department of Labor Youth Development Conference held in Chicago.

Northern Indiana WIB and Goodwill Engage Youth with Disabilities in Entrepreneurship

The Northern Indiana WIB partnered with Earthworks, Crossroads Academy, and Goodwill (a youth service provider for the WIB) to operate an entrepreneurship program for nine youth who were learning disabled, emotionally disabled, or physically disabled ages 14-17. The youth developed and put into practice leadership skills, social skills, computer skills, and occupational skills specific to operating a business.

The entrepreneurship program addressed issues of:

- Social interaction
- Preparation for the world of work

- Team building, and
- Entrepreneurship for disabled youth.

Ongoing presentations on health and nutrition, cooking techniques, development of a business plan, leadership and team-building skills were presented to the youth.

The youths' focus was the planning and implementation of a flower-growing and sales venture, located at Earthworks, on the grounds owned by the Poor Handmaidens of Jesus Christ in connection with Ancilla College. There, they planted seeds, tended to the growth of the flowers by weeding, watering and nurturing them.

But it wasn't just physical work. Crossroads Academy provided computer Power Point training, which was used by the youth as they participated fully in the development of a business plan and the marketing of their product. For plan implementation, they were chauffeured to local businesses to convince owners to purchase their blooming flowers. All flowers were successfully sold and delivered as well.

The participants' PowerPoint presentation of the entire process of the business plan was given to their parents and guests at a graduation ceremony. All nine completed the program and received certificates.

North Central WIB and Its Youth Council Sponsor Seminars

Workforce Development Strategies, Inc. (the North Central WIB), and its Youth Council were engaged in several activities during PY'01 to accomplish their goals. One primary area the Council focused on was the delivery of career information to local high school guidance counselors, teachers, school administrators, students, and other stakeholders. The Youth Council sponsored two "Pathways to a Livable Wage" seminars attended by more than 150 persons. The purpose of the seminars was to provide information on:

- Indiana occupations that lead to self-sufficiency and a livable wage
- Strategies for succeeding in a career
- Local and Internet resources to help individuals find jobs
- Learning about careers and getting training that leads to advancement.

East Central WIB, WorkOne Muncie and Its Youth Council Sponsor a Day for Youths to Explore Careers Locally and Internationally

The East Central Youth Council co-sponsored the "International Career Connections" event in Muncie, Indiana. East Central Area youth learned about career exploration in area businesses and the international connections local business has around the world. At the April 2002 event, the Youth Council provided a booth to promote the WorkOne and to distribute copies of a brochure entitled, *Essential Employment Skills*. The brochure contained information gathered as

a part of the East Central Investment Workforce Investment Board's (ECIWIB) Strategic Planning initiative. Over 2,000 youth were reached during this one-day event.

Shawnee Trace WIB Sponsors a Reality Store

The Shawnee Trace WIB sponsored a Reality Store. The Reality Store provides hands on activity for area youth that demonstrates the correlation between career decisions and the reality of living in today's society. For success, partnering is required between workforce development, education, businesses, and the community. Approximately 400 students from four school districts in Martin County participated. Over sixty individuals volunteered their valuable time during this daylong event.

The Center of Workforce Innovations, KVWorks and Other Sponsors Help Youth Participate in "e" Camps

The third annual "e" Camp was a five-day entrepreneurial residential camp held at Valparaiso University for enterprising youth, ages 14-18 years. The camp had a number of sponsors, including the Center of Workforce Innovations (WIB), which oversees the funding for this program; KV Works (the youth service provider), Indiana University Northwest, Ivy Tech College, the Small Business Development Center, and Wal-Mart.

There is also an advisory board made up of individuals from businesses (including entrepreneurs), community organizations, and education to assist with the planning. This year seventy-five youth attended including one person from Kentucky and one from Minnesota.

At "e" Camp, participants learned about setting up a business, developing a business plan, and realizing success by earning 'e' Camp dollars. Campers also went into the community to see how a business is run and develop a marketing plan. This year the camp was divided into two sections. While new campers experienced an "e" Camp for the first time, returning campers participated in an advanced camp section. At the end of camp, there was an auction. Items donated by various stores and companies from the region were auctioned. The youth bid and used their "e" Camp dollars to make purchases.

The "e" Camp is only the beginning for most of these youth. During the school year, "e" Club meetings are held after school on a monthly basis. The youth take the basic concepts learned from camp and move forward. Club members participate in Nextlevel training, a program sponsored by the Small Business Development Center where they learn to write detailed business plans and manage money. They also participate in community projects. One club took care of public planters in the downtown area and participated in a clothing drive. Fund raising is another aspect of the "e" club. The youth held car washes and sold candy. In addition to the sponsors, "e" clubs raised \$15,000 from donations and fundraising activities that went towards scholarships for youth who did not qualify under WIA for the camp.

South Central Youth Join in Leadership Skill Development Camp

Youth participants were given the opportunity to participate in leadership skill development at the Columbus Youth Camp. Teamwork, communication, trust, and cooperation were the focal points. Each participant could apply these leadership qualities during service projects and job experiences in the community. To complete the learning cycle, the youth reflected upon the work experiences and related any challenges to leadership skills that may have been helpful.

Indianapolis Private Industry Council (Marion County WIB) and JobWorks, Inc. Organize Internet Web Camp

The Indianapolis Private Industry Council contracted with JobWorks (one of its youth service providers) to provide a program for youth ages 15-18 years old from two Indianapolis public high schools. The sixteen participants in the Internet Web Camp are working with a local not-for-profit organization, El Centro Hispano, to design, develop and conduct maintenance on a web-site for that organization.

Participants were involved in every aspect of the website development process, including:

- Interviewing organization's staff to plan and design the layout for the website
- Arranging for the site's web hosting
- Arranging for the site's domain name
- Photography for the website (digital photography or scanning)
- Using an HTML editor for the development and organization of the website
- Providing reports to the nonprofit organization, relative to the website, and
- Editing and updating the website on a monthly basis.

Non-Traditional Learning Opportunity for Indianapolis At-Risk Youth

TechWest, a collaboration among Goodwill Industries (a service provider for the Indianapolis Private Industry Council, the Marion County WIB), Northwest High School and area employers in Indianapolis, provided a non-traditional learning opportunity for youth at-risk of dropping out of school. The program was designed to help participants pass the Graduation Qualifying Examination, earn credits toward graduation, and learn a skill that will propel them toward self-sufficiency after high school. This program has an industry specific focus on Information Technology. Participants learn software and hardware programs and troubleshooting as well as performing all schoolwork on educational software.

In addition to the WIA Title I youth requirements, youth in this program must:

- Be a second semester sophomore
- Have an interest in computers
- Lack the needed credits for sophomore standing
- Not be a violent behavior offender, and

- Have not thrived in traditional classroom due to low participation, boredom, weak foundation skills, social immaturity, poor communication and motivation and/or low self-esteem.

East Central WIB and Its Youth Council Implement Roadway to the Future Club

The Roadway to the Future Club (RTF) was implemented when the East Central Indiana WIB and its Youth Council determined that many youth lack the skills and direction needed to be successful in school and life. The Youth Council has promoted the development of its Roadway to the Future (RTF) clubs in schools as a youth development initiative.

The club's purpose is to provide a group socialization opportunity with other youth experiencing similar needs, to develop a sense of belonging. It is an after school club that meets weekly (or more often) after school in a classroom environment. The club provides a unique curriculum specifically tailored to the "at risk" student population. Goals of the RTF Club are to:

- Increase grade point averages
- Reduce dropout rates
- Increase student graduation rates
- Increase students going on to post secondary education
- Increase the number of students becoming successfully employed and eliminate drug dependency.

Tecumseh Area Partnership and Circle Seven WIBs Provide Examples of Their Rural Area Youth Projects

Tecumseh Area Partnership

Tecumseh Area Partnership (TAP) serves a primarily rural population; therefore, it is difficult to plan and implement "project"-sized activities. The service providers have utilized innovative approaches to individual service delivery, which could be identified as "best practices." Two examples are:

- Utilizing a work experience in a library with a youth who has a long-term goal to operate and own a bookstore. The youth plans to obtain an A.S. Degree in Business from Ivy Tech State College. The work experience allowed the youth to become familiar with customer interest, book handling, cataloguing, and record keeping.
- Another work experience operating concurrently with the school year has allowed a special needs student to work in the school day care. The long-term goal for the client is to secure an independent living arrangement and placement in a day care facility.

Circle Seven WIB

Circle Seven WIB, with a service area of the seven counties surrounding Indianapolis, is striving to build stronger business/education relationships. In April 2002 it began a program - Y.E.S (Youth Employment Service) for Hamilton County and has worked with the Chamber of Commerce to identify local businesses interested in developing a career ladder program for older youth. The businesses:

- act as a resource for career exploration
- identify company career paths
- provide facility and staff resources for pre-employment/orientation programs
- provide employment and training to ensure smooth transition for income growth and allow the new worker to obtain the skills to be successful
- provide a work mentor, and
- provide on-site facility, if necessary, for post-employment retention services.

All the youth are given interest assessments before determining career goals. The youth specialist helps them develop resumes, complete employer applications, and practice interview skills; and, if appropriate, assist them with expenses of educational opportunities. Once the career goal is determined, the youth specialist makes contacts with businesses that expressed a willingness to hire and train youth. After each youth is placed, the youth specialist serves as the youth's mentor. The youth specialist visits the youth at work and if appropriate, resolves employment issues.

Indiana's WIBs, WorkOne Centers, WorkOne Express Sites & Consortia Partner Agencies

Following are the WIBs and WorkOne Centers in each WIB Workforce Service Delivery Area, which provide full service with CS3, Unemployment Insurance, WIA and other partners' services. Express Sites listed have CS3, WIA, and partners' access. County location is stated in parenthesis () after the location's address. The WIBs have collaborated with many organizations in locating WorkOne Centers and Express sites strategically in Indiana's 92 counties.

Center of Workforce Innovations - The Center of Workforce Innovations, Inc., 2804 Boilermaker Court, Suite E, Valparaiso, IN 46383

Consortia Partner Agencies: DWD, KVWorks (WIA), and Michigan City Adult Education

Knox WorkOne Express, 53 West Lake Street, Knox, IN 46534 (Starke)
LaPorte WorkOne, 300 Legacy Plaza West, LaPorte, IN 46350 (LaPorte)
Michigan City WorkOne Express, 450 St. John Road, Ste 550, Michigan City, IN 46360 (LaPorte)
Morocco WorkOne Express, 112 E. State Street, Morocco, IN 47963 (Newton)
Portage WorkOne Express, 1575 Adler Circle, Portage, IN 46368 (Porter) (UI Itinerant Location)
Rensselaer WorkOne Express, 116 N. Van Rensselaer, Rensselaer, IN 47978 (Jasper)
Valparaiso WorkOne Express, 600 Vale Park Road, South, Valparaiso, IN 46383 (Porter)
Winamac WorkOne Express, 125 S. Riverside Drive, Room 310, Winamac, IN 46996 (Pulaski)

Circle Seven - Interlocal Association, 836 S. State Street, P.O. Box 69, Greenfield, IN 46140-0069 Consortia Partner Agencies: DWD, Indiana Vocational Rehabilitation Services and Interlocal Association (WIA)

Avon WorkOne Express, 6781 E. U.S. 36, Suite 350, Avon, IN 46123 (Hendricks)
Fishers WorkOne Express, 10022 Lantern Road, Suite 600, Fishers, IN 46038 (Hamilton)
Franklin WorkOne Express, 600 Banta Road, Franklin, IN 46131 (Johnson)
Greenfield WorkOne Express, 836 S. State Street, Greenfield, IN 46140 (Hancock)
Lebanon WorkOne Express, 125 Lakeshore Drive, Lebanon, IN 46052 (Boone)
Martinsville WorkOne Express, 1839 Robin Road, Martinsville, IN 46151 (Morgan)
Shelbyville WorkOne, 425 E. Washington St., Shelbyville, IN 46176 (Shelby)

East Central - East Central Opportunities, Inc., 201 East Charles Street, P.O. Box 1081, Muncie, IN 47308-1081

Grant Consortia Partner Agencies: DWD, Vocational Rehabilitation Services, East Central Opportunities, Inc. (WIA), Muncie community Schools (Adult Education), ACTION, Inc.

(SCBG), Green Thumb, Inc. (Title V Older Worker), City of Muncie – Housing & Urban Development, Ivy Tech State College (Post Secondary Education)

Hartford City WorkOne Express, 1301 N. High Street, Suite B, Hartford City, IN 47348 (Blackford)

Muncie WorkOne, 201 E. Charles St., Muncie, IN 47308 (Delaware)

New Castle WorkOne Express, 1416 Broad Street, Suite 125, New Castle, IN 47362 (Henry) (UI itinerant location)

Portland WorkOne Express, 112 N. Ship St., Portland, IN 47371 (Jay) (UI Itinerant location)

Winchester WorkOne Express, 918 E. Washington St., Winchester, IN 47394 (Randolph)

Winchester UI Itinerant, National Guard Armory, 700 Western Avenue, Winchester, IN 47394

Madison-Grant - Job Source, 222 East Tenth Street, Suite C, P.O. Box 149, Anderson, IN 46015-0149

Madison Consortia Partner Agencies: DWD, Vocational Rehabilitation Services, JobSource (WIA), Ivy Tech State College (Post Secondary Education), Green Thumb, Inc. (Title V Older Worker), Division of Family and Children and Ebberth Education Center (Adult Education)

Anderson WorkOne, 222 E. 10th Street, Suite B, Anderson, IN 46016 (Madison)

Grant Consortia Partner Agencies: DWD, Vocational Rehabilitation Services, JobSource (WIA), Transition Resources Corporation (MSFW), Ivy Tech State College (Post Secondary Education), Tucker Area Vocational Technical Center (Adult Education)

Marion WorkOne, 850 N. Miller Avenue, Marion, IN 46952 (Grant)

Marion County - Indpls Private Industry Council, Inc., Market Square Center, Suite 1600, 151 N. Delaware, Indianapolis, IN 46204

Consortia Partner Agencies: DWD, Indiana Vocational Rehabilitation Services and Goodwill Industries of Central Indiana (WIA)

Indianapolis East WorkOne, 2525 N. Shadeland Ave., C-3, Indianapolis, IN 46219

Indianapolis Michigan Street WorkOne, 1635 W. Michigan St., Indianapolis, IN 46222

Indianapolis John H. Boner Community Center WorkOne Express/Career Corner Express, 2210 E. 10th Street, Indianapolis, IN 46201

Indianapolis Urban Enterprise Association WorkOne Express (UI Itinerant location), 2507 Bloyd, Indianapolis, IN 46218

Indianapolis West WorkOne, 805 Beachway Drive, Suite 110, Indianapolis, IN 46224

North Central - Workforce Development Strategies, Inc., 1870 West Hoosier Boulevard, Peru, IN 46970

Consortia Partner Agencies: DWD, Transition Resources Corporation, Inc. (WIA), Ivy Tech State College (Post Secondary Education), Green Thumb, Inc. (Title V Older Worker) and Vocational Rehabilitation Services

Kokomo WorkOne, 709 S. Reed Road, Kokomo, IN 46903 (Howard)
Logansport WorkOne Express, 1805 Smith Street, Logansport, IN 46947 (Cass)
Peru WorkOne Express, 14 S. Wabash Street, Peru, IN 46970 (Miami)
Rochester WorkOne Express, 100 W. 9th St., Suite 401, Rochester, IN (Fulton)
Wabash WorkOne Express, 80 W. Canal Street, Wabash, IN 46992 (Wabash)

Northeast Indiana - Northeast Indiana WIB, 1415 Magnavox Way, Suite 150, Fort Wayne, IN 46804

Consortia Partner Agencies: DWD, JobWorks (WIA), Ivy Tech State College (Post Secondary Education), and Vocational Rehabilitation

Angola WorkOne Express, 317 S. Wayne Street, Suite 1-D, Angola, Indiana 46703 (Steuben)
Auburn WorkOne, 936 W. 15th Street, Auburn, IN 46706-2031 (DeKalb)
Bluffton WorkOne Express, 3156 E. SR 124, Bluffton, IN 46714 (Wells)
Columbia City WorkOne Express, 119 Hoosier Drive, Columbia City, IN 46725 (Fayette)
Decatur WorkOne Express, 415 S. 13th Street, Decatur, IN 46733 (Adams)
Ft. Wayne WorkOne, 201 E. Rudisill Blvd., Ft. Wayne, IN 46806 (Allen)
Huntington WorkOne Express, 1314 Flaxmill Road, Huntington, IN 46750 (Huntington)
Kendallville WorkOne Express, 524 Professional Way, Kendallville, IN 46755 (Noble)
LaGrange WorkOne Express, 512 N. Detroit Street, LaGrange, IN 46761 (LaGrange)

Northern Indiana - Northern Indiana WIB, Inc., 401 E. Colfax Avenue, South Bend, IN 46601

Consortia Partner Agencies: DWD, Goodwill Industries of Michiana, Inc. (WIA), Workforce Development Services, Inc. (WIA), and Transition Resources Corporation (Migrant Services for Farm Workers, MSFW)

Elkhart WorkOne, 430 Waterfall Drive, Elkhart, IN 46516 (Elkhart)
Plymouth WorkOne Express, 316 N. Kingston Road, Plymouth, IN 46563 (Marshall)
South Bend WorkOne, 851 S. Marietta St., Ste 400, South Bend, IN 46601 (St. Joseph)
Warsaw Express, National City Bank Building, 102 S. Buffalo Street, Warsaw, IN 46580 (Kosciusko) (*UI Itinerant)

Northwest Indiana - Lake County Integrated Services Delivery Board, 840 Broadway, Suite 300, Gary, IN 46402-2412

Consortia Partner Agencies: DWD, Ivy Tech State College Northwest (WIA) & Lake County Vocational Rehabilitation Services

Crown Point WorkOne Express, 1116 N. Main Street, Cedar Lake, IN 46307 (Lake)
East Chicago WorkOne Express, 400 E. Chicago Avenue, East Chicago, IN 46312 (Lake)
Gary WorkOne, 1776 W. 37th Avenue, Gary, IN 46408 (Lake)
Hammond WorkOne, 6431 Columbia Avenue, Hammond, IN 46320 (Lake)

Shawnee Trace - Vincennes University, E&T Center, P.O. Box 887, Vincennes, IN 47591-0887

Consortia Partner Agencies: DWD, Indiana vocation Rehabilitation Services and Workforce Development Services (WIA)

Bedford WorkOne, 918 16th Street, Suite 200, Bedford, IN 47421 (Lawrence)
Jasper WorkOne Express, 607 Third Avenue, Jasper, IN 47546 (Dubois)
Linton WorkOne Express, 1600 NE "A" Street, Linton, IN 47441 (Greene)
Loogootee WorkOne Express, 123 Cooper Street, Loogootee, IN 47553 (Martin)
Petersburg WorkOne Express, 280 W. Main Street, Petersburg, In 47567 (Pike)
Princeton WorkOne Express, 112 N. Prince Street, Princeton, IN 47670 (Gibson)
Sullivan WorkOne Express, 1313 N. Section Street, Sullivan, IN 47882 (Sullivan)
Vincennes WorkOne, 310 N. 2nd Street, Vincennes, IN 47591-0430 (Knox)
Washington WorkOne Express, 8 NE 21st Street, Washington, IN 47501 (Davies)

South Central - Vincennes University, E&T Center, P.O. Box 887, Vincennes, IN 47591-0887

Consortia Partner Agencies: DWD, Indiana Vocational Rehabilitation Services, Green Thumb, Inc. (Title V Older Worker), Vincennes University/South Central Workforce Development Services

Bloomington WorkOne, 450 S. Landmark Avenue, Bloomington, IN 47402 (Monroe)
Columbus WorkOne, 2320 Midway St., Columbus, IN 47202 (Bartholomew)
Nashville WorkOne Express, 91 W. Mound Street, Lower E, Nashville, IN 47448 (Brown)
North Vernon WorkOne Express, 11 E. Meloy Street, North Vernon, IN 47265 (Jennings)
Seymour WorkOne Express, 200 E. Third Street, Seymour, IN 47274 (Jackson)
Spencer WorkOne Express, 689 W. Morgan St., Ste 2A, Spencer, IN 47460 (Owen)

Southeastern - Barada Associates, Inc., 130 E. Second Street, Rushville, IN 46173

Consortia Partner Agencies: DWD, Indiana Vocational Rehabilitation Services, Green Thumb, Inc. (Title V Older Worker), River Valley Resources (WIA)

Connersville WorkOne Express, 200 W. 5th, Connersville, IN 47331 (Fayette)
Greensburg WorkOne Express, 1025 Freeland Rd., Greensburg, IN 47240 (Decatur)
Lawrenceburg WorkOne, 230 Mary Avenue, Suite 100, Lawrenceburg, IN 47025 (Dearborn)
Madison WorkOne, 620 Green Road, Madison, IN 47250 (Jefferson)
Richmond WorkOne, 3771 S. "A" Street, Richmond, IN 47374 (Wayne)

Southern Seven - Southern Seven WIB, Inc., P.O. Box 6712, New Albany, IN 47150

Consortia Partner Agencies: DWD, Indiana Vocational Rehabilitation Services, River Valley Resources (WIA) and Green Thumb, Inc. (Title V Older Worker)

Corydon WorkOne Express, 725 Quarry Road NW, Corydon, IN 47112 (Harrison)

English WorkOne Express, 304 Indiana Avenue, English, IN 47118 (Crawford)
Jeffersonville WorkOne Express, 1613 E. 8th Street, Jeffersonville, IN 47130 (Clark)
New Albany WorkOne, 3310 Grant Line Road, New Albany, IN 47151 (Floyd)
Paoli WorkOne Express, 196 S. Court Street, Paoli, IN 47454 (Orange)
Salem WorkOne Express, 190 Becks Mill Rd., Ste. 1, Salem, IN 47165 (Washington)
Scottsburg WorkOne Express, 1092 W. Community Way, Scottsburg, IN 47170 (Scott)

Southwest - Southwest Indiana WIB, Inc., 701 N. Weinbach, Suite 810, Evansville, IN 47711-5966

Consortia Partner Agencies: DWD, Indiana Vocational Rehabilitation Services, and Career Choices, Inc. (WIA)

Boonville WorkOne Express at Warrick County Local Development Corporation, 224 W. Main Street, Boonville, IN 47601 (Warrick)
Evansville WorkOne, 700 E. Walnut St., Evansville, IN 47713 (Vanderburgh)
Evansville Black Coalition WorkOne Express, 720 Lincoln Avenue, Evansville, 47713
Evansville Goodwill Industries WorkOne Express, 500 S. Green River Road, Evansville, 47715
Mt. Vernon WorkOne Express, 1272 N. Main Street, Mt. Vernon, IN 47620 (Posey)
Rockport WorkOne Express, 501 Washington St., Rockport, IN 47635 (Spencer)
Tell City WorkOne Express, 302 Main St., Tell City, IN 47586 (Perry)

Tecumseh Area Partnership - Tecumseh Area Partnership, 2300 Concord Road, Lafayette, IN 47903

Consortia Partner Agencies: DWD, Tecumseh Area Partnership (WIA) and Community Action Program of Western Indiana (CSBG)

Covington WorkOne Express, 418 Washington Street, Covington, IN 47932 (Fountain)
Crawfordsville WorkOne Express, 210 E. Jefferson, Suite 200, Crawfordsville, IN 47933 (Montgomery)
Delphi WorkOne Express, 6931 W. County Road North, Delphi, IN 46023 (Carroll)
Frankfort WorkOne Express, 301 E. Clinton Street, Suite 7, Frankfort, IN 46041 (Clinton)
Lafayette WorkOne, 2301 Concord Road, Lafayette, IN 47903 (Tippecanoe)
Lafayette WorkOne Express, Lafayette Adult Resource Academy, 324 South Street, Lafayette 47902 (Tippecanoe)
Lafayette WorkOne Express, Wabash Center, 2000 Greenbush Street, Lafayette, IN 47903
Monticello WorkOne Express, 1500 E. North Main Street, Monticello, IN 47960 (White)

Western Indiana - Western Indiana WIB, Inc., 630 Wabash Avenue, Suite 205, Terre Haute, IN 47807

Consortia Partner Agencies: DWD, Vocational Rehabilitation Services and Western Indiana Employment and Training Services (WIA)

Brazil WorkOne Express, 17 W. National Street, Brazil, IN 47834 (Clay)

Clinton WorkOne Express, 1302 N. Ninth Street, Clinton, IN 47842 (Vermillion)

Greencastle WorkOne Express, 620 Tennessee Street, Suite 8, Greencastle, IN 46135
(Putnam)

Rockville WorkOne Express, 110 S. Market Street, Rockville, IN 47872 (Parke)

Terre Haute WorkOne, 30 N. 8th Street, Terre Haute, IN 47807 (Vigo)

Terre Haute North Vigo High School WorkOne Express, 3434 Maple Avenue, Terre Haute,
IN 46804 (Vigo)

Terre Haute Housing Authority Family Self-Sufficiency Center Express, 2001 N. 19th Street,
Terre Haute, IN 47807 (Vigo)

Appendix

State of Indiana – PY'01

Table A: Workforce Investment Act Customer Satisfaction Results

Customer Satisfaction	Negotiated Performance Level	Actual Performance Level – American Customer Satisfaction Index	Number of Surveys Completed	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
Participants	65	75.6	536	6,815	750	71.5%
Employers	60	70.7	558	11,697	780	71.5%

Table B: Adult Program Results At-a-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	77.0%	80.6%	1,780
			2,209
Employment Retention Rate	80.0%	84.6%	1,955
			2,311
Earnings Change in Six Months	\$3,600	\$1,821	\$4,208,436
			2,311
Employment and Credential Rate	50.0%	53.5%	436
			815

Table C: Outcomes for Adult Special Populations

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services	Veterans	Individuals with Disabilities	Older Individuals
Entered Employment Rate	77.0%	79.5%	76.9%	76.1%
Employment Retention Rate	77.7%	87.2%	87.9%	91.3%
Earnings Change in Six Months	\$3,076	\$1,739	\$2,384	\$-699
Employment and Credential Rate	53.2%	62.1%	42.5%	69.2%

Table D: Other Outcome Information for the Adult Program

Reported Information	Individuals Who Received Training Services	Individuals Who Received Only Core and Intensive Services
Entered Employment Rate	82.1%	80.1%
Employment Retention Rate	87.8%	83.3%
Earnings Change in Six Months	\$3,316	\$1,200

Table E: Dislocated Worker Program At-a-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	74.0%	89.1%	1,717
			1,928
Employment Retention Rate	85.0%	93.0%	1,596
			1,717
Earnings Replacement Rate in Six Months	90.0%	84.0%	\$18,477,711
			\$21,986,988
Employment and Credential Rate	50.0%	53.2%	341
			641

Table F: Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals with Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	88.8%	183	91.9%	34	83.1%	202	68.8%	11
		206		37		243		16
Employment Retention Rate	92.3%	169	91.2%	31	91.1%	184	81.8%	9
		183		34		202		11
Earnings Replacement Rate	77.4%	\$2,188,436	86.0%	\$322,367	68.2%	\$2,046,274	270.4%	\$69,604
		\$2,826,949		\$374,705		\$2,998,230		\$25,745
Employment and Credential Rate	50.0%	31	46.2%	6	51.3%	20	100.0%	2
		62		13		39		2

Table G: Other Outcome Information for the Dislocated Worker Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
Entered Employment Rate	90.2%	578	88.5%	1,139
		641		1,287
Employment Retention Rate	92.0%	532	93.4%	1,064
		578		1,139
Earnings Replacement Rate	93.0%	\$6,148,032	80.2%	\$12,329,679
		\$6,609,780		\$15,377,208

Table H: Older Youth Results At-a-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	69.0%	71.8%	148
			206
Employment Retention Rate	77.0%	82.3%	163
			198
Earnings Change in Six Months	\$3,100	\$2,928	\$579,708
			198
Credential Rate	45.0%	34.9%	96
			275

Table I: Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals with Disabilities		Out-of-School Youth	
Entered Employment Rate	74.4%	32	100.0%	2	58.8%	20	71.6%	96
		43		2		34		134
Employment Retention Rate	82.9%	29	100.0%	2	63.6%	14	82.0%	100
		35		2		22		122
Earnings Change in Six Months	\$2,553	\$89,343	\$4,651	\$9,301	\$2,109	\$46,391	\$2,419	\$295,156
		35		2		22		122
Credential Rate	27.1%	13	50.0%	1	28.9%	11	28.1%	47
		48		2		38		167

Table J: Younger Youth Results At-a-Glance

	Negotiated Performance Level	Actual Performance Level	
Skill Attainment Rate	65.0%	75.3%	2,400
			3,189
Diploma or Equivalent Attainment Rate	50.0%	40.2%	228
			567
Retention Rate	55.0%	58.7%	284
			484

Table K: Outcomes for Younger Special Populations

Reported Information	Public Assistance Recipients		Individuals with Disabilities		Out-of-School Youth	
Skill Attainment Rate	74.4%	447	76.9%	639	60.8%	319
		601		831		525
Diploma or Equivalent Attainment Rate	29.7%	27	49.7%	71	33.9%	60
		91		143		177
Retention Rate	48.6%	36	62.0%	80	60.1%	92
		74		129		153

Table L: Other Reported Information

	12 Month Employment Retention Rate		12 Month Earnings Change (Adults and Older Youth) or 12 Month Earnings Replacement (Dislocated Workers)		Placements for Participants in Nontraditional Employment		Wages at Entry into Employment for Those Individuals Who Entered Unsubsidized Employment		Entry into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	73.6%	1,205	\$2,788	\$4,566,713	10.1%	179	\$3,678	\$6,546,531	61.7%	266
		1,638		1,638		1,780		1,780		431
Dislocated Workers	83.2%	939	89.8%	\$11,879,965	13.9%	239	\$5,564	\$9,554,209	52.9%	306
		1,128		\$13,230,359		1,717		1,717		578
Older Youth	72.0%	77	\$2,410	\$257,831	8.8%	13	\$2,358	\$348,918		
		107		107		148		148		

Table M: Participation Levels

	Total Participants Served	Total Exiters
Adults	6,224	2,833
Dislocated Workers	5,894	2,456
Older Youth	1,090	375
Younger Youth	3,425	1,151

Table N: Cost of Program Activities

Program Activity			Total Federal Spending
Local Adults			\$8,357,189
Local Dislocated Workers			\$6,432,313
Local Youth			\$9,941,321
Rapid Response			\$3,075,327
Statewide Required Activities			\$2,324,488
Statewide Allowable Activities	Program Activity Description	Incumbent Worker Training	\$643,755
		TA/Capacity Building	\$80,000
		Strategic Planning/Claimant Profiling	\$1,539,852
		Incentive Awards	\$600,001
Total of All Federal Spending Listed Above			\$32,994,246

Table O: Summary of Local Performance

Northwest Indiana—PY'01

Local Area Name <u>NORTHWEST INDIANA</u>	Total Participants Served	Adults	838
		Dislocated Workers	741
		Older Youth	108
		Younger Youth	536
ETA Assigned Number 18005	Total Exiters	Adults	277
		Dislocated Workers	140
		Older Youth	18
		Younger Youth	199
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	65.0	65.3
	Employers	60.0	69.9
Entered Employment Rate	Adults	77.0%	88.8%
	Dislocated Workers	74.0%	90.4%
	Older Youth	69.0%	75.0%
Retention Rate	Adults	81.9%	80.6%
	Dislocated Workers	85.0%	78.2%
	Older Youth	78.0%	76.7%
	Younger Youth	55.0%	51.2%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,788	\$2,172
	Dislocated Workers	90.2%	95.2%
	Older Youth	\$3,150	\$3,799
Credential/Diploma Rate	Adults	50.0%	70.1%
	Dislocated Workers	50.0%	72.6%
	Older Youth	55.0%	46.7%
	Younger Youth	55.0%	61.3%
Skill Attainment Rate	Younger Youth	67.0%	76.6%

Table O: Summary of Local Performance (cont.)

The Center of Workforce Innovations—PY'01

Local Area Name <u>THE CENTER OF WORKFORCE INNOVATIONS</u>	Total Participants Served	Adults	472
		Dislocated Workers	604
		Older Youth	93
		Younger Youth	166
ETA Assigned Number 18010	Total Exiters	Adults	180
		Dislocated Workers	146
		Older Youth	8
		Younger Youth	25
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	65.0	65.0
	Employers	60.0	71.6
Entered Employment Rate	Adults	77.7%	85.2%
	Dislocated Workers	74.0%	88.0%
	Older Youth	69.0%	75.0%
Retention Rate	Adults	80.0%	87.8%
	Dislocated Workers	87.5%	94.5%
	Older Youth	78.0%	100.0%
	Younger Youth	55.0%	90.9%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,600	\$2,100
	Dislocated Workers	92.4%	94.9%
	Older Youth	\$3,150	\$2,627
Credential/Diploma Rate	Adults	50.0%	46.2%
	Dislocated Workers	50.0%	60.9%
	Older Youth	55.0%	17.6%
	Younger Youth	55.0%	61.9%
Skill Attainment Rate	Younger Youth	67.0%	76.7%

Table O: Summary of Local Performance (cont.)

Northern Indiana Partnership—PY'01

Local Area Name <u>NORTHERN INDIANA</u> <u>PARTNERSHIP</u>	Total Participants Served	Adults	748
		Dislocated Workers	636
		Older Youth	113
		Younger Youth	334
ETA Assigned Number 18090	Total Exiters	Adults	424
		Dislocated Workers	331
		Older Youth	60
		Younger Youth	103
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	65.0	60.8
	Employers	60.0	64.9
Entered Employment Rate	Adults	78.2%	75.5%
	Dislocated Workers	78.2%	76.2%
	Older Youth	69.0%	53.3%
Retention Rate	Adults	80.6%	83.3%
	Dislocated Workers	89.5%	95.0%
	Older Youth	78.0%	77.8%
	Younger Youth	55.0%	55.6%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,965	\$349
	Dislocated Workers	90.0%	80.6%
	Older Youth	\$3,150	\$2,332
Credential/Diploma Rate	Adults	50.0%	22.5%
	Dislocated Workers	50.0%	13.7%
	Older Youth	55.0%	25.0%
	Younger Youth	55.0%	5.2%
Skill Attainment Rate	Younger Youth	67.0%	37.4%

Table O: Summary of Local Performance (cont.)

Northeast Indiana—PY'01

Local Area Name <u>NORTHEAST INDIANA</u>	Total Participants Served	Adults	471
		Dislocated Workers	646
		Older Youth	106
		Younger Youth	233
ETA Assigned Number 18095	Total Exiters	Adults	168
		Dislocated Workers	352
		Older Youth	32
		Younger Youth	73
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	65.0	75.8
	Employers	60.0	67.9
Entered Employment Rate	Adults	77.0%	91.5%
	Dislocated Workers	80.2%	96.4%
	Older Youth	69.0%	57.1%
Retention Rate	Adults	84.3%	89.1%
	Dislocated Workers	89.5%	95.1%
	Older Youth	78.0%	100.0%
	Younger Youth	55.0%	85.7%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,844	\$2,278
	Dislocated Workers	92.2%	74.9%
	Older Youth	\$3,150	\$4,295
Credential/Diploma Rate	Adults	50.0%	62.6%
	Dislocated Workers	50.0%	61.6%
	Older Youth	55.0%	52.9%
	Younger Youth	55.0%	80.0%
Skill Attainment Rate	Younger Youth	67.0%	97.4%

Table O: Summary of Local Performance (cont.)

Tecumseh Area Partnership—PY'01

Local Area Name <u>TECUMSEH AREA PARTNERSHIP</u>	Total Participants Served	Adults	113
		Dislocated Workers	106
		Older Youth	24
		Younger Youth	54
ETA Assigned Number 18030	Total Exiters	Adults	62
		Dislocated Workers	48
		Older Youth	13
		Younger Youth	34
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	65.0	77.8
	Employers	60.0	68.7
Entered Employment Rate	Adults	77.0%	90.3%
	Dislocated Workers	80.8%	91.7%
	Older Youth	69.0%	54.5%
Retention Rate	Adults	80.0%	90.0%
	Dislocated Workers	89.4%	93.9%
	Older Youth	78.0%	71.4%
	Younger Youth	55.0%	64.3%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,372	\$2,754
	Dislocated Workers	86.8%	96.6%
	Older Youth	\$3,150	\$4,019
Credential/Diploma Rate	Adults	50.0%	75.0%
	Dislocated Workers	50.0%	66.7%
	Older Youth	55.0%	38.5%
	Younger Youth	55.0%	46.7%
Skill Attainment Rate	Younger Youth	67.0%	59.5%

Table O: Summary of Local Performance (cont.)

North Central—PY'01

Local Area Name <u>NORTH CENTRAL</u>	Total Participants Served	Adults	251
		Dislocated Workers	167
		Older Youth	71
		Younger Youth	85
ETA Assigned Number 18035	Total Exiters	Adults	119
		Dislocated Workers	54
		Older Youth	23
		Younger Youth	44
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	65.0	58.5
	Employers	60.0	72.1
Entered Employment Rate	Adults	74.6%	91.3%
	Dislocated Workers	74.0%	86.8%
	Older Youth	69.0%	100.0%
Retention Rate	Adults	80.0%	82.5%
	Dislocated Workers	89.3%	87.9%
	Older Youth	78.0%	66.7%
	Younger Youth	55.0%	66.7%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,600	\$2,032
	Dislocated Workers	90.0%	91.9%
	Older Youth	\$3,150	\$2,642
Credential/Diploma Rate	Adults	50.0%	42.1%
	Dislocated Workers	50.0%	63.6%
	Older Youth	55.0%	100.0%
	Younger Youth	55.0%	45.5%
Skill Attainment Rate	Younger Youth	67.0%	65.7%

Table O: Summary of Local Performance (cont.)

Madison-Grant—PY'01

Local Area Name <u>MADISON-GRANT</u>	Total Participants Served	Adults	289
		Dislocated Workers	433
		Older Youth	51
		Younger Youth	311
ETA Assigned Number 18040	Total Exiters	Adults	162
		Dislocated Workers	243
		Older Youth	14
		Younger Youth	133
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	65.0	59.7
	Employers	60.0	70.9
Entered Employment Rate	Adults	77.0%	79.8%
	Dislocated Workers	79.5%	84.5%
	Older Youth	69.0%	66.7%
Retention Rate	Adults	85.9%	85.8%
	Dislocated Workers	90.1%	91.7%
	Older Youth	78.0%	41.7%
	Younger Youth	55.0%	31.8%
Earnings Change/Earnings Replacement in Six Months	Adults	\$4,754	\$3,175
	Dislocated Workers	91.8%	78.7%
	Older Youth	\$3,150	\$2,033
Credential/Diploma Rate	Adults	50.0%	47.0%
	Dislocated Workers	50.0%	30.6%
	Older Youth	55.0%	15.8%
	Younger Youth	55.0%	18.9%
Skill Attainment Rate	Younger Youth	67.0%	75.2%

Table O: Summary of Local Performance (cont.)

East Central—PY'01

Local Area Name <u>EAST CENTRAL</u>	Total Participants Served	Adults	332
		Dislocated Workers	276
		Older Youth	96
		Younger Youth	303
ETA Assigned Number 18045	Total Exiters	Adults	182
		Dislocated Workers	181
		Older Youth	61
		Younger Youth	132
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	65.0	77.3
	Employers	60.0	73.8
Entered Employment Rate	Adults	77.4%	85.7%
	Dislocated Workers	74.9%	93.0%
	Older Youth	69.0%	90.3%
Retention Rate	Adults	82.0%	87.1%
	Dislocated Workers	89.1%	94.1%
	Older Youth	78.0%	86.7%
	Younger Youth	55.0%	72.6%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,368	\$1,655
	Dislocated Workers	89.2%	85.7%
	Older Youth	\$3,150	\$4,393
Credential/Diploma Rate	Adults	50.0%	56.0%
	Dislocated Workers	50.0%	54.7%
	Older Youth	55.0%	50.0%
	Younger Youth	55.0%	60.9%
Skill Attainment Rate	Younger Youth	67.0%	65.2%

Table O: Summary of Local Performance (cont.)

Western Indiana—PY'01

Local Area Name <u>WESTERN INDIANA</u>	Total Participants Served	Adults	166
		Dislocated Workers	145
		Older Youth	43
		Younger Youth	115
ETA Assigned Number 18050	Total Exiters	Adults	55
		Dislocated Workers	60
		Older Youth	24
		Younger Youth	53
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	65.0	65.6
	Employers	60.0	66.9
Entered Employment Rate	Adults	77.0%	89.7%
	Dislocated Workers	78.9%	94.6%
	Older Youth	69.0%	100.0%
Retention Rate	Adults	86.1%	87.5%
	Dislocated Workers	89.7%	98.4%
	Older Youth	78.0%	85.7%
	Younger Youth	55.0%	70.6%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,785	\$3,628
	Dislocated Workers	88.0%	87.5%
	Older Youth	\$3,150	\$4,808
Credential/Diploma Rate	Adults	50.0%	30.8%
	Dislocated Workers	50.0%	40.4%
	Older Youth	55.0%	37.5%
	Younger Youth	55.0%	50.0%
Skill Attainment Rate	Younger Youth	67.0%	67.9%

Table O: Summary of Local Performance (cont.)

Circle Seven Training Council—PY'01

Local Area Name <u>CIRCLE SEVEN TRAINING</u> <u>COUNCIL</u>	Total Participants Served	Adults	191
		Dislocated Workers	728
		Older Youth	38
		Younger Youth	71
ETA Assigned Number 18060	Total Exiters	Adults	120
		Dislocated Workers	341
		Older Youth	18
		Younger Youth	29
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	65.0	65
	Employers	60.0	64.8
Entered Employment Rate	Adults	77.8%	84.7%
	Dislocated Workers	74.0%	83.9%
	Older Youth	69.0%	100.0%
Retention Rate	Adults	83.0%	86.4%
	Dislocated Workers	89.7%	92.9%
	Older Youth	78.0%	100.0%
	Younger Youth	55.0%	57.1%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,600	\$893
	Dislocated Workers	90.9%	81.1%
	Older Youth	\$3,150	\$7,394
Credential/Diploma Rate	Adults	50.0%	55.6%
	Dislocated Workers	50.0%	52.4%
	Older Youth	55.0%	50.0%
	Younger Youth	55.0%	70.0%
Skill Attainment Rate	Younger Youth	67.0%	93.3%

Table O: Summary of Local Performance (cont.)

Marion County—PY'01

Local Area Name <u>MARION COUNTY</u>	Total Participants Served	Adults	764
		Dislocated Workers	361
		Older Youth	132
		Younger Youth	680
ETA Assigned Number 18055	Total Exiters	Adults	384
		Dislocated Workers	158
		Older Youth	58
		Younger Youth	180
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	65.0	77.2
	Employers	60.0	65.7
Entered Employment Rate	Adults	77.0%	66.3%
	Dislocated Workers	75.5%	88.1%
	Older Youth	69.0%	60.5%
Retention Rate	Adults	78.9%	78.3%
	Dislocated Workers	88.2%	88.1%
	Older Youth	78.0%	84.8%
	Younger Youth	55.0%	52.8%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,554	\$3,061
	Dislocated Workers	90.0%	83.9%
	Older Youth	\$3,150	\$2,229
Credential/Diploma Rate	Adults	50.0%	27.1%
	Dislocated Workers	50.0%	21.2%
	Older Youth	55.0%	16.7%
	Younger Youth	55.0%	31.3%
Skill Attainment Rate	Younger Youth	67.0%	85.0%

Table O: Summary of Local Performance (cont.)

Southeastern—PY'01

Local Area Name <u>SOUTHEASTERN</u>	Total Participants Served	Adults	403
		Dislocated Workers	100
		Older Youth	38
		Younger Youth	126
ETA Assigned Number 18065	Total Exiters	Adults	213
		Dislocated Workers	30
		Older Youth	8
		Younger Youth	32
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	65.0	66.5
	Employers	60.0	73.1
Entered Employment Rate	Adults	77.0%	83.2%
	Dislocated Workers	74.5%	83.9%
	Older Youth	69.0%	85.7%
Retention Rate	Adults	81.7%	85.8%
	Dislocated Workers	87.8%	96.2%
	Older Youth	78.0%	85.7%
	Younger Youth	55.0%	67.9%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,753	\$1,787
	Dislocated Workers	94.0%	75.9%
	Older Youth	\$3,150	\$4,406
Credential/Diploma Rate	Adults	50.0%	82.8%
	Dislocated Workers	50.0%	76.9%
	Older Youth	55.0%	55.6%
	Younger Youth	55.0%	52.9%
Skill Attainment Rate	Younger Youth	67.0%	82.8%

Table O: Summary of Local Performance (cont.)

Shawnee Trace—PY'01

Local Area Name <u>SHAWNEE TRACE</u>	Total Participants Served	Adults	383
		Dislocated Workers	247
		Older Youth	92
		Younger Youth	123
ETA Assigned Number 18075	Total Exiters	Adults	174
		Dislocated Workers	90
		Older Youth	28
		Younger Youth	43
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	65.0	82.0
	Employers	60.0	72.9
Entered Employment Rate	Adults	77.0%	83.3%
	Dislocated Workers	75.7%	85.7%
	Older Youth	69.0%	88.9%
Retention Rate	Adults	81.9%	91.3%
	Dislocated Workers	90.6%	95.2%
	Older Youth	78.0%	100.0%
	Younger Youth	55.0%	55.0%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,600	\$2,609
	Dislocated Workers	94.1%	96.5%
	Older Youth	\$3,150	\$2,715
Credential/Diploma Rate	Adults	50.0%	58.5%
	Dislocated Workers	50.0%	68.0%
	Older Youth	55.0%	33.3%
	Younger Youth	55.0%	47.6%
Skill Attainment Rate	Younger Youth	67.0%	79.2%

Table O: Summary of Local Performance (cont.)

South Central—PY'01

Local Area Name <u>SOUTH CENTRAL</u>	Total Participants Served	Adults	181
		Dislocated Workers	242
		Older Youth	38
		Younger Youth	75
ETA Assigned Number 18070	Total Exiters	Adults	77
		Dislocated Workers	50
		Older Youth	12
		Younger Youth	28
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	65.0	68.2
	Employers	60.0	66.9
Entered Employment Rate	Adults	77.0%	79.2%
	Dislocated Workers	78.2%	78.6%
	Older Youth	69.0%	100.0%
Retention Rate	Adults	86.8%	79.0%
	Dislocated Workers	87.1%	100.0%
	Older Youth	78.0%	100.0%
	Younger Youth	55.0%	75.0%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,765	\$1,400
	Dislocated Workers	88.9%	115.8%
	Older Youth	\$3,150	\$2,487
Credential/Diploma Rate	Adults	50.0%	69.2%
	Dislocated Workers	50.0%	71.4%
	Older Youth	55.0%	0.0%
	Younger Youth	55.0%	54.5%
Skill Attainment Rate	Younger Youth	67.0%	100.0%

Table O: Summary of Local Performance (cont.)

Southwest Indiana—PY'01

Local Area Name <u>SOUTHWEST INDIANA</u>	Total Participants Served	Adults	414
		Dislocated Workers	337
		Older Youth	29
		Younger Youth	156
ETA Assigned Number 18085	Total Exiters	Adults	267
		Dislocated Workers	236
		Older Youth	13
		Younger Youth	49
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	65.0	73.4
	Employers	60.0	69.9
Entered Employment Rate	Adults	80.8%	80.5%
	Dislocated Workers	84.1%	90.8%
	Older Youth	69.0%	55.6%
Retention Rate	Adults	83.3%	85.2%
	Dislocated Workers	91.3%	93.5%
	Older Youth	78.0%	100.0%
	Younger Youth	55.0%	57.9%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,339	\$992
	Dislocated Workers	94.4%	90.0%
	Older Youth	\$3,150	\$1,897
Credential/Diploma Rate	Adults	50.0%	64.3%
	Dislocated Workers	50.0%	56.5%
	Older Youth	55.0%	0.0%
	Younger Youth	55.0%	10.0%
Skill Attainment Rate	Younger Youth	67.0%	12.9%

Table O: Summary of Local Performance (cont.)

Southern Seven—PY'01

Local Area Name <u>SOUTHERN SEVEN</u>	Total Participants Served	Adults	208
		Dislocated Workers	125
		Older Youth	18
		Younger Youth	57
ETA Assigned Number 18080	Total Exiters	Adults	108
		Dislocated Workers	53
		Older Youth	4
		Younger Youth	34
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	65.0	68.4
	Employers	60.0	75.4
Entered Employment Rate	Adults	77.0%	84.6%
	Dislocated Workers	78.2%	92.3%
	Older Youth	69.0%	66.7%
Retention Rate	Adults	80.0%	85.4%
	Dislocated Workers	87.0%	97.2%
	Older Youth	78.0%	100.0%
	Younger Youth	55.0%	36.4%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,748	\$1,371
	Dislocated Workers	106.9%	111.9%
	Older Youth	\$3,150	\$4,101
Credential/Diploma Rate	Adults	50.0%	68.0%
	Dislocated Workers	50.0%	72.2%
	Older Youth	55.0%	50.0%
	Younger Youth	55.0%	62.5%
Skill Attainment Rate	Younger Youth	67.0%	76.9%